

NETWORK MANAGER REPORT



OCTOBER 2010

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

With license renewal season underway, October proved to be a busy month for Alabama Interactive. AI implemented ten new applications and completed change management updates for eleven additional applications. Year to date, AI has released a total of 32 new applications to production.

Highlights for the month include:

- AI launched the Certificate of Existence Application with the Alabama Secretary of State's office. This service allows users to print a company's Certificate of Existence as conclusive evidence the corporation or LLC is in existence and is authorized to transact business in the state.
- AI completed an update for the Alabama Department of Revenue Motor Vehicle Auto Dealer License application. The application experienced a 12% increase from October 2009 to October 2010.
- AI launched two new applications for the Alabama Department of Revenue during the month on October. The new Title Search application allows users to search all Department of Motor Vehicle title applications that were received by the online application processing system. A new Registration search application was also implemented for the DMV Division of ADOR.
- The Heating and Air Conditioning License Renewal application processed over \$75,000 in the month of October 2010 alone; up 38% from October 2009. This application allows heating and air-conditioning repair professionals to renew their license for the Alabama Heating, Air Conditioning, and Refrigeration Board.
- In October, AI completed and launched an inspection form application for the Alabama Board of Cosmetology. This service allows examiners to complete online inspection forms via a Blackberry Device.
- AI launched a new License Renewal application for the Alabama State Board of Occupational Therapy. The application allows licensed occupational therapists to renew their professional licenses online.
- The Alabama State Bar Examination Registration application launched in October of 2009. Since its launch the application has processed almost \$500,000 for the Alabama State Bar and allows users to sign up for the State Bar Examination online.
- In October 2009 the Alabama Department of Revenue launched the Construction Fee Return application. Since its launch the application has processed over 1.4 million dollars and completed over 8,500 transactions. This application allows General Contractors to pay their Construction Fee Return Tax online.

Marketing

With renewal season in full swing, Alabama Interactive's marketing team has remained busy ensuring renewals were executed successfully. October was a very rewarding month with the launch of 11 updates and 10 new applications. Each team member has worked hard to guarantee all applications have been updated and tested before being submitted to the agencies.

The marketing team also submitted Alabama.gov in the interactive category for the 17th Annual Communicator Awards. The Communicator Awards provides an opportunity for communication professionals to be internationally recognized for their website's creative excellence. The judges will announce the results in the months to come. Members of the also team spent time designing and distributing a poster for the Alabama Board of Pardons and Paroles as well. The poster announces the acceptance of credit cards for the first time to visitors in the parole payment offices.

Customer Service

The month of October was a busy month for the Alabama Interactive customer service team, as AI continued to launch new applications. The AI team answered 834 live chats and 590 customer support e-mails throughout the month. The customer service team also answered many more phone calls with general questions about various state services and online applications.

The customer service team has started training for Daptiv, an internal software used to track customer service calls, live chats and support emails. Daptiv is an excellent project management tool and has the functionality to track not only how many calls received, but more specifically which agencies and applications require the most attention. The Daptiv tool will be implemented beginning on November 1st.

The customer service team continues to provide excellent service. One customer had trouble recalling which credit card was used for a particular UCC filing. The team provided assistance in a prompt and efficient fashion. The customer exclaimed in regards to the service provided, "This is perfect! Thank you so much. You have been extremely helpful." Another customer recognized the responsiveness of the AI team by stating "I wish everyone was as responsive as you are." The customer service team hopes to provide an even higher standard of service with the implementation of Daptiv.

Development

October proved to be a busy month for the AI-Dev-Share team, from managing their migration efforts to attending the annual NIC technical conference. Discussion continued this month regarding the plan to migrate all application databases to Oracle 11g. The team, at this point, has completed the necessary data synchronization scripts to make the move smoother and they will continue to operate out of both Oracle 9i and 11g during the transition period. The team's objective is to finish both of these migration projects by the year's end.

The AI development staff found the NIC technical conference to be a very advantageous opportunity for the portal. They attended various training sessions, some of which included: How to prepare for the next best site by the Center for Digital Government, Usability for iPhone applications, Code reuse, Virtualization, Social Networking outreach, Trustwave global security, Disaster Recovery, BlackBerry devices and applications, Utilizing Microsoft search and Windows 7 mobile applications.

PROJECT REPORT

Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama State Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers' questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows active licensees to request a replacement license online	02/18/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows nursing home administrators to renew assisted living license online	02/18/2010
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	02/22/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home Admin Initial	Allows nursing homes administrators to apply online	02/22/2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows counties to register boats online	02/28/2010
Alabama Interactive	Alabama.gov iPhone application	Allows iPhone users to access an enhanced mobile version of Alabama.gov	03/07/2010
Alabama Board of Examiners of Assisted Living Administrators	Initial Application	Allows users to apply for their initial license online	04/06/2010

Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	05/17/2010
Alabama Department of Environmental Management	General Invoice Payment	Allows individuals to pay various ADEM generated invoices and fees online	05/24/2010
Alabama Interactive	Portal - Version 8	The new portal added a number of new features including a carousel of quick links and an interactive map.	06/01/2010
Alabama Home Builders Licensure Board	Expired Inactive – Corporation License Renewal	Allows corporations to renew their Expired Inactive license online	06/01/2010
Alabama Board of Examiners of Assisted Living Administrators	Emergency Permit	Allows an acting administrator to apply for a interim permit	07/01/2010
Alabama Department of Revenue	Personalized Tag Reservation	Application re-write	07/14/2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	08/01/2010
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	08/02/2010
Alabama Department of Labor	Child Labor Certificate Renewals	Allows users who purchased a child labor certificate to renew their certificates online	08/16/2010
Alabama State Board of Chiropractic Examiners	Fines and Fees	Allows users to pay their Board fine and fees online	09/02/2010
Alabama Alcohol Beverage Control Board	Vendor Rep-ID's	Provides Alcohol Brand Reps ID Cards w/pictures	09/21/2010
Alabama Secretary of State	Corporation Certificate of Existence	Certificate of Good Standing for Corporations	10/01/2010
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	10/01/2010

Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	10/01/2010
Alabama Licensure Board for Interpreters and Transliterators	Change of address	Allows licensees to change address online	10/01/2010
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	10/01/2010
Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	10/01/2010
Alabama Department of Revenue	Registration Record Search	Allows user to search registrations online	10/01/2010
Alabama Department of Revenue	Title Record Search	Allows user to search titles online	10/01/2010
Alabama State Board of Occupational Therapy	License Renewal	Allows user to renew their license online	10/14/2010
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	10/18/2010

Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewal - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010
Alabama Board of Interpreters and Translators	License Renewal	Update to existing applications, licensees will not be able to edit fields	02/01/2010
Alabama Real Estate Commission	CMAA	Updates to existing application	02/03/2010
Alabama Real Estate Commission	Transfer Application	Updates to existing application	02/03/2010
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	03/01/2010
Alabama Secretary of State	Monthly Search	Updates to existing application	03/01/2010
Alabama State Board of Chiropractic Examiners	Reinstatement	Update to add additional fee to reinstatement application	03/22/2010
Alabama Home Builders Licensure Board	Expired Inactive	Updates to existing application	03/30/2010
Alabama Department of Conservation and Natural Resources	Intranet	Added account information to the intranet	03/16/2010
Alabama State Bar	Sections	Updates to existing application	04/02/2010
Alabama Real Estate Commission	Certification	Updates to existing application	04/05/2010

Alabama Real Estate Commission	New Course	Updates to existing application	04/14/2010
Alabama Real Estate Commission	Official Document Printing	Added license expiration date on column	04/14/2010
Alabama State Bar	Annual Registration	Updates to existing application	04/29/2010
Alabama Department of Revenue	Construction Fee Return	Update to allow processing of Credit Cards	05/05/2010
Alabama State Board of Chiropractic Examiners	Verification	Rewrite of existing application	05/14/2010
Alabama Real Estate Commission	Enhanced Security Login	Update to login security	05/17/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Update to add Bachelors degree option to application	05/19/2010
Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	06/01/2010
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	06/01/2010
Alabama Interactive	Subscription Service	Allows users to apply / renew their subscription service online	06/09/2010
Alabama Secretary of State	UCC Filing	Allows users to select multiple items	06/10/2010
Alabama Department of Conservation and natural Resources	Becoming an Outdoor Woman	Allows users to pay for Becoming an Outdoor Woman online	07/26/2010
Alabama Board of Physical Therapy	License Renewal	Updates to existing application	08/02/2010
Alabama Real Estate Appraisers Board	License Renewal	Updates to existing application	08/02/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Updates to existing application	08/15/2010
Alabama State Board of Chiropractic Examiners	Facility Renewals	Updates to existing application	08/17/2010

Alabama State Bar	Exam	Allows users to pay for their Bar exam online	09/01/2010
Alabama Board of Respiratory Therapy	Initial License	Updates to existing application	09/11/2010
Alabama Plumbers and Gas Fitters Board	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Onsite Wastewater Board	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Department of Revenue	Auto Dealers	Updates to existing license renewal application	10/01/2010
Alabama Department of Public Health	Facility Renewal	Updates to existing license renewal application	10/01/2010
Alabama Board of Public Accountancy	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Board of Public Accountancy	Firm Renewal	Updates to existing license renewal application	10/01/2010
Alabama Heating, Air Conditioning and Refrigeration Contractors	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Board of Optometry	License Renewal	Updates to existing application	10/01/2010
Alabama Board of Veterinary Medical Examiners	License Renewal	Consolidate all apps into one for renewal period	10/01/2010

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2010
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in agency testing	March 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in agency testing	June 2010
Alabama Board of Nursing	New name and address change	Allows licensees to change name/address via separate applications	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLCs to pay annual registration fee online	This application is in agency testing	TBD
Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in internal testing	January 2010
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in agency testing	August 2010
Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in agency testing	June 2010

Alabama Board of Pardons and Paroles	Supervision Payment Application	Allows parolees to pay monthly fee with credit/debit cards	This application is in agency testing	TBD
Alabama State Board of Chiropractic Examiners	Initial License	Allows user to purchase initial license online	This application is in internal testing	May, 2010
Alabama Alcohol Beverage Control Board	Online Liquor Order Wholesale	Allows wholesalers to order liquor online	This application is in agency testing	June 2010
Alabama Department of Public Safety	Driver's license practice Test	Allows users to take the practice test online	This application is in agency testing	08/11/2010

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	July 2010
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in the development phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Interactive	Becoming Alabama	In-kind website for the Alabama Archives et al.	This application is in pre-project phase	August 2010
Alabama Department of Corrections	iPhone/ Mobile application	Allows users to deposit money to inmates via a mobile device	This application is in the development phase	May, 2010
Alabama Department of Revenue	Motor Vehicle Form 04	Allows users to file lien holder applications online	This application is in the pre project phase	August 2009
Alabama Department of Revenue	Replacement title	Allows user to order replacement titles online	This application is in pre-project phase	TBD
Alabama Board of Examiners of Landscape Architects	Exam Application	Allows users to pay for their license exam online	This application is in the development phase	08/15/2010
Alabama Department of Public Health	Renovation Contractors	Allows renovation contractors to renew or apply for their license online	This application is in pre-project phase	10/01/2010

Alabama Department of Agriculture and Industries	Private applicator Permit	Allows private applicators to purchase their permits online	This application is in pre-project phase	10/20/2010
Alabama Department of Agriculture and Industries	Commercial applicator Permit	Allows commercial applicators to purchase their permits online	This application is in pre-project phase	10/20/2010
Alabama Electrical Contractors Board	Replacement Title	Allows licensees to get copies of their licenses if lost or stolen	This application is in pre-project phase	01/11/2011
Alabama Department of Labor, Child Labor Division	Fees and Fines	Allows users to pay their fees and any fines online	This application is in pre-project phase	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Department of Corrections	Recurring Payments	Update to allow users to set recurring payments	This application is in internal testing	May 2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Updates to existing application	This application is in development	June 2010
Alabama Department of Conservation and Natural Resources	BOW	Updates to existing application	This application is in pre-project phase	June 2010
Alabama Department of Conservation and Natural Resources	Canoe Trail	Updates to existing application	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	Hunting and Fishing Rewrite	Application rewrite	This application is in pre-project phase	TBD
Alabama Board of Cosmetology	Salon Renewal	Updates to add radio button for open, closed, OOBus ;score field	This application is in development	TBD

SERVICE REQUESTS

State of Alabama Building Commission

License renewals

Alabama Interactive requests and recommends this service for the State of Alabama Building Commission be added to the network. The payment application will be an electronic access fee service and will be developed at no cost to the commission.

MONTH IN REVIEW

Total AI Network Transactions:	205,147
Average Successful Request per Day:	6,618
Total alabama.gov Visitors:	130,194
Total alabama.gov Page Views:	273,645
Total alabama.gov Chats or Offline Messages from Live Help:	834
Total AI Customer Support Emails:	590

OPERATIONS & ADMINISTRATION

With renewal season in full swing Alabama Interactive's project managers have been working very close with each of our partners to ensure successful launch of all renewal applications. The Marketing and Customer Service Teams are excited to see the results of the implementation of Daptiv, to help change management, customer support and the project management process.

OTHER BUSINESS/IN CLOSING

In closing, October brought the beginning of the new fiscal year for the State and the Portal will be ready to provide any support necessary in this time of limited budgets for agencies. We are looking forward to the coming months with new service offerings, license renewals and higher adoption.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath